



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Lightyear Network Solutions, LLC**  
**for quarter ending December 31, 2011**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.00	4.50	4.40	4.63
B. Operator Answer Time - Information [730.510(a)(1)]	1.40	2.70	3.90	2.67
C. Repair Office Answer Time [730.510(b)(1)]	1.22	1.50	1.26	1.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	1.59	3.09	2.98	2.55
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.04	0.12	0.04	0.07
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.06%	0.03%	0.03%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



**State of Illinois  
Illinois Commerce Commission  
Service Quality for Telecommunications Carriers  
Code Part 730.115  
Quarterly Filing**

---

**Lightyear Network Solutions, LLC  
for quarter ending December 31, 2011**